

Driving decarbonization and digitalization. Together.



Engineer QM Customer Quality Services

Job description

Join our team in Cavite!

In your new role you will be responsible for the following:

- Act as a liaison, provide product/services information, answer customer query, and resolve any emerging problems that our customer accounts might encounter.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods /tools
- Keep records of customer interactions, process customer accounts and generate reports
- Defines, develops, deploys and maintains a Quality Management System and systematic processes and methods considering standards and customer requirements.
- Cares for implementation and cares for verification of effectiveness and efficiency.
- Develops policies, procedures and methods to verify product, material and components reliability along the whole value chain (in house, production partner, material supplier) and operational quality improvements.
- Develops and implements strategy / approaches / concepts / methodologies / programs to establish and maintain quality standards of existing and planned future technologies, packages, products and services as well as for a proactive and reactive quality services for internal and external customers (customer services).
- Develops programs to focus employees on quality mindset and a sustainable quality culture (e.g. quality improvement) including a healthy deviation culture.

Profile

You are best equipped for this task if you have:

- Graduated Bachelor's Degree in Engineering relevant to semicon industry or equivalent
- Knowledge on handling customer cases/issue
- Good communication and presentation skills

At a glance

Location:

Job ID: **HRC0817167**

Start date: **as soon as possible**

Entry level: **1-3 years**

Type: **Full time**

Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search. Alternatively, you can also scan the QR code with your smartphone:

Job ID: **HRC0817167**
www.infineon.com/jobs



Contact

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Why Us

Driving decarbonization and digitalization. Together.

Infineon designs, develops, manufactures, and markets a broad range of semiconductors and semiconductor-based solutions, focusing on key markets in the automotive, industrial, and consumer sectors. Its products range from standard components to special components for digital, analog, and mixed-signal applications to customer-specific solutions together with the appropriate software.

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant's experience and skills.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

[Click here](#) for more information about Diversity & Inclusion at Infineon.

